

Practice Responsibilities

When using any personal information about you, the practice will always consider, the Caldicott Principles, and be able to:

- Justify the purpose for using confidential information
- Only use it when absolutely necessary
- Use the minimum amount of confidential information necessary to perform the task
- Access to confidential information should be on a strict “need to know” basis
- Everyone must understand their responsibilities
- Everyone should understand and comply with the law

You will usually be aware and asked to consent for your information to be shared, i.e. when referred to a hospital or other healthcare professional, however, there are occasions when the practice needs to share some limited information that we hold.

What can you do

Please read this leaflet in order to better understand how we use medical information about you. If you would like further information, please see the details on the reverse of this leaflet.

You have choices on how we use your personal information, but will need to contact us for the appropriate documentation.

Accessing your record

You can have a say in how the NHS uses information about you and we are required by law to allow you access to your medical records. All requests to view your medical records should be made in writing. We must respond to this request within 40 days and law allows us to charge you a fee to cover our administration and costs. At this time we will also offer you support in explaining any medical terminology and abbreviations, which may be contained within your record. If you want to find out more, please contact the Practice Manager.

Further information regarding your healthcare records, confidentiality and access is available from:

Data Protection Act 1998

www.opsi.gov.uk/acts/acts1998/19980029.htm

BMA – Confidentiality and Disclosure of Health Information

www.bma.org.uk/ethics/confidentiality/confidentialitytoolkit.jsp

GMC – Confidentiality 2009

www.gmcuk.org/guidance/ethical_guidance/confidentiality.asp

NHS Choices

www.nhs.uk

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PARK LEYS MEDICAL PRACTICE

Keresley Green Medical Centre, Bennetts Road South, Keresley, CV6 2FL
2 Bennetts Road North, Keresley End, CV7 8LA
Coventry Road, Filongley, CV7 8EQ

Confidentiality Issues Access to Information for Healthcare



Open 8.30am-8.00pm Monday - Thursdays,
8.30-6.00pm Fridays

The practice operates a triage system. Patients requiring an appointment will be telephoned by a GP, patients needing to be seen, will be seen on that day.

How we use medical information to help everyone

What we record

Information about you, your medical treatment and family background may be recorded, either on paper or in computer files, as part of providing you with healthcare services.

This information is vital to the operation of our practice and the NHS and is needed to give you and others the best possible healthcare.

Your Doctor

Doctors need to make notes about any diagnosis, test results, treatments including drugs prescribed and other information you may provide that seems relevant to the treatment of your condition.

We need to keep this information in order to provide the correct care for you (for later treatment, or if you should be seen by another doctor) and to allow other healthcare professionals to view the treatment you have received, where necessary.

Nurses and other health care professionals also need access to these records, and will add their own notes as part of your overall healthcare provision.

Secretaries, receptionists and other clerical staff need access to parts of your records to complete administrative tasks, such as booking appointments and contacting you. Access to parts of patients records is limited to the areas that our staff require to fulfil their roles and not all of your information can be accessed.

Your doctor may need to provide information under certain Acts of Parliament, (such as Communicable Diseases Act 1978 which requires outbreaks of some infectious disease to be reported), to protect yourself and others

The Health Service

In order to manage the NHS some restricted information concerning treatments, drugs prescribed, number of patients seen etc. is needed and hospitals and general practice must provide this information to various central bodies.

On occasions it is necessary to provide some limited personal information, such as your NHS number, in order that records may be identified. This type of information is generally required for auditing purposes and is often used to in preventing fraud within the NHS.

Planning

We help to provide national statistics to allow planning ahead for treatments, patient numbers etc. this uses statistical and summary information only and no personal information is shared.

Managing the data

On rare occasions we need to be able to move electronic information from system to system, extracting the data and modifying it for the next system. Tests will need to be made on the data to check that it has been transferred correctly. This will only be done under very carefully controlled conditions and all employees and contractors will be under strict contractual obligation to protect your confidentiality.

Protecting your information

The sensitivity of patient information is well understood within the NHS. All staff and contractors are trained to respect their duty of confidentiality to you, and have this written into their contracts.

We keep paper and electronic records extremely securely to prevent unauthorised misuse. Wherever practicable, we remove references to your personal details such as your name and address and often restrict this further to reduce the chances of anyone identifying that a record relates to you.